Question	RFP Section	Answer
1. Is the 408,000 claim volume an annual receipt?	1.1 Current Volume.	Based on our latest weekly adjudication report, we encoded 951,460 claims in the last twelve months. Please estimate the claim volume at 1 million. Please price per claim.
2. What is the split of HCFA and UB04 claims in the 408,000 volume stated.	1.1 Current Volume.	Of the current claim volume, 7.8% were UB-04 and the remaining with HCFA 1500 Claims.
3. Are there any "black" forms in the mix and if so, what are the percentages by claim type?	1.1 Current Volume.	Yes, there are black forms. It is estimated that 1-2% of the forms are black for both claim types.
4. Is there a requirement to capture EOB data from claim attachments and, if so, what is the percentage of EOB claims?	1.1 Current Volume.	No, there is no expectation to capture on the claim EOB data. We do not change the claim as it is submitted to us. You will be required to scan the EOB and medical records attachments. Approximately 40% of our paper claims have attachments.
5. What is the specific EDI format expected for the HCFA and UB04 claims?	3.0 Output format	The expectation is the claim data would be transmitted to DSS in a 5010 837 I or P format. Our Companion Guides are available at https://dss.sd.gov/sdmedx/includes/portal/hipaa/index.aspx
6. Are the Non Emergency Medical Transportation claims only received as black form or are there also red ink forms? If red ink, what is the percentage split?	3.11 Non-Emergency Medical Transportation	These forms are received only as black forms.
7. Are the Non Emergency Medical Transportation claims typically received as hand written? What is the split between machine typed and hand written?	3.11 Non-Emergency Medical Transportation	Yes, these may be received as hand-written. The percentage of hand-written NEMT claims is
Please clarify the Due Date. Section 1.3 says proposals are due on March 13th. The header on Page 1 says proposals are due February 18th.	Section 1.3: Schedule of Activities	We republished the RFP to clarify the proposal due date of March 13, 2013.
Can you please provide the mix of their paper claims?	Section 1.1 Purpose of the RFP	
· The # or % of the total claims which are HCFAs		92.20%
· The # or % of the total claims which are UBs		7.80%
· The # or % of HCFAs which are red		98%

· The # or % of HCFAs which are black		5%
· The # or $ of UBs which are red, and		98%
· The # or % of UBs which are black.		2%
Can you please provide the following details:	Section 3.0 Scope of Work	
a) Version/revision of the paper claims types to be processed.		HCFA 1500 (8/05) or UB-04 CMS-1450 The Nonemergency Medical Transportation has a specialized claim form.
c) Volume break-up for single page claims and multi-page claims		
d) Volume of hand written paper claims		Estimated at 1%
Cost Proposal requires pricing based on processing of 1 million claims per year. However, the current volume seems to be 468,000 per year including non-emergency claims. What volume should we assume to estimate the day forward claims processing effort?	Section 7.0 Cost Proposal	Estimate it will be the following volumes: 80,000 UB-04, 60,000 Non-emergency Medical Transportation and 860,000 HCFAs.
Do you currently have any system in place for processing paper claims?	Section 3.0	Yes, we process these claims using in-house staff and a contract for a portion of the claims using a Prison Industry contractor.
Will State provide beneficiary and provider data for look-up and validation of data captured from the scanned paper claim image?	Section 3.0	The original intent of the RFP was that that Recipient and Provider information would not be provided. Proposed bidders should reply with pricing options that would include both options.
Can you provide sample claim forms for the Non-Emergency Medical Transportation claims?	Section 3.11	Yes, the claim can be viewed at http://dss.sd.gov/formspubs/docs/MEDSRVCS/DSS-OS-950%200112.pdf or at the NEMT website at http://dss.sd.gov/sdmedx/includes/recipients/title19transportation.aspx
Are there any requirements for the proposed solution to support scanning and indexing of claim support documentation as well?	Section 3.11	The claims should be scanned and saved into a PDF format that can then be sent to our File Director software for indexing.
Do you have any requirements to support faxed document processing including documents like prior authorizations and consent forms?	Section 3.11	Prior authorizations and consent forms may be attached as a paper attachment to the claim.
Has the project been funded and encumbered?	N/A	Yes
Was the RFP developed with the assistance of outside resources- If so, are they allowed to respond to the RFP?	N/A	No, State staff developed the RFP.

Who is the current Service Provider (incumbent)?	N/A	The proposed scope of work is performed by DSS employees and SD Prison Industries.
Can any of the data entry, repair/reject work be performed from the vendor's facility located anywhere in the USA?	N/A	Yes
Are dental claims submissions part of the bid consideration?	N/A	No
What is the average volume distribution by day of week for each claim type (HCFA, UB and Specialized?	1.1	The largest volume days are Monday, Tuesday and Fridays. 35% of the claim volume is received on Monday, 20% on Tuesday, 15% on Wednesday, 10% on Thursday and 10% on Friday.
What is the average number of pages per document for each claim type(HCFA, UB and Specialized)?	1.1	The average is not available but an estimated 60% of our paper claims have attachments.
What are the service level requirements for indexing accuracy? Please specify the percentage of accuracy and the level at which it will be measured.	1.1	The RFP does not request the proposed vendor to index the claims. We anticipate that this will continue with our current Prison industry contract.
By Claim Type, what is the annual volume of claims received via US Postal Service?	1.1	95% of all claim types
By Claim type, what is the annual volume of claims received via Express Mail?	1.1	5% of all claim types
By claim type, what is the annual volume of claims received via Fax?	1.1	None, SD does not except faxed claims
By claim type, what is the annual volume of claims received via email?	1.1	None, SD does not except emailed claims
By claim type, what is the annual volume of claims received via V2V electronic transfer?	1.1	This RFP does not cover claims transferred via V2V electronic transfer.
Will be receiving an x-ray volumes for processing?	1.1	No
Would the Department of Social Services consider a complete, outsourced solution for mail sorting and scanning of all claim types?	3.1	The Department of Social Services would entertain an alternate proposal for a complete, outsourced solution . The vendor is requested to propose it as an alternative solution.
What are the attachment types?	3.2	Consent Forms, Explanation of Benefits and Medical Records and other claim supporting documentation

Is there a data capture requirement for correspondence?	3.2	No, the correspondence requirement would be for scanning.
would the Department of Social Services allow indexing to be performed in other states within the continental USA? If there are any restrictions, please advise.	3.2	The Department of Social Services plans to retain its current contractor to index the claims.
will the claim data edits be done by the Department of Social services	3.2	Yes
What should be done when a claim is identified as a duplicate?	3.2	The claim should be numbered and data captured. Our processing system will identify it as a duplicate.
Will the State provide their historic database for duplicate checking, or will the duplicate checking be done with system using web service?	3.2	Duplicate checking will be performed after the 837I or P is received by our claims processing system.
What is the scope for eligibility check?	3.2	The eligibility check will be completed after the 837I or P is received in the system.
For Reject Letter processing, how many reject letter templates does the customer currently have? Is this reject letter communication being done through physical mail or through the portal?	3.6	We currently use one template with check boxes for reasons. It is processed through physical mail.
What services can be performed offshore?		Alternative proposals that are offering offshore services for a portion of the RFP must provide a detailed process, timelines and security confidentiality mitigation detail., as well as corresponding costs are encouraged and will be entertained. Bidders are encouraged to respond with both onshore and offshore alternatives.
Can the necessary program development for our solution be done in another state or another country?		Yes
What is the preferred retention period of claim images?		15 days
What are the various formats of files that need to be considered for clearinghouse workflow?		Word, Excel, PDF, TIFF

Are the business references provided in the response to the RFP restricted to health care claim process contracts?		The business references are not requred to be health care claim process contracts. The business contacts are just one component of many evaluation criteria that could impacty scoring.